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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application:

CUSTOMER SERVICE
PUBLISHING DIVISIONSerial Number: 08/746,613Filing Date: 11/12/96Inventor : Geoffrey B. RhoadsTitle: Computer System Linked by Using
Information in Data ObjectsArt Group: 2721Examiner: Couso, JDocket: EWG-082-

Date of this paper: February 28, 2000

Power and Authority to Inspect FileAssistant Commissioner for Patents
Washington, D.C. 20231

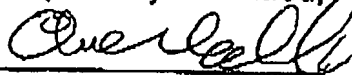
Sir:

The undersigned attorney of record in the above caption application hereby authorizes and grants to:

Christina L. Mraz**And****Wayne Crotease**

Authorization and power to inspect the file of the subject application.

Respectfully submitted,

Elmer Galbi, Reg. No. 19,761
13314 Vermeer Drive
Lake Oswego, OR 97035

Direct phone calls to: (503)697-7844

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approved 3/6/00
V. Galbi